

**In the claims:**

All of the claims standing for examination are reproduced below with appropriate status indication:

1-39. (Cancelled)

40. (Currently amended) A communication management system, comprising:

a computer appliance;

a data repository coupled to the computer appliance storing a directory of contact identities, a user-configurable plurality of zones to which contact identities may be associated, and user-configurable communication-management policies that vary by zone and by contact identity; and

software stored on and executable from a computer-readable medium accessible by the computer appliance, the software providing at least a policy-enforcement utility and a message-content analyzer;

wherein, in communication operations, contact identities and message content is analyzed to determine zone association, and management policies are enforced by the software accordingly

a choice of a plurality of communication management zones, each zone having associated therewith a unique set of users, each user identified by a unique name in the zone, and one or more management policies associated with each zone, each user associated with a management policy;

wherein communication is supported in multiple modes and protocols within each zone and the system activates a zone based at least on names of active users, and enforces the associated management policy for each user as long as the zone is active.

41. (Currently amended) The system of claim 40 wherein a unique name refers to a single user, and may vary from zone to zone as an alias contact identities may be names or aliases of persons or devices.

42. (Currently amended) The system of claim 40 ~~further comprising an interface to a network,~~ wherein the communication involves ~~transmission over the Internet~~ sending or receiving messages over the network.

43. (Cancelled)

44. (Currently amended) The system of claim ~~[[43]]~~ 40 wherein ~~individual ones of the unique names may be aliases referring to a single contact~~ the system, at the time of receiving or sending a message, determines a zone association to determine management policy to enforce.

45. (Currently amended) The system of claim 40 wherein individual ones of the zones are defined by various social environments and/or activity engaged in by a ~~user~~ person.

46. (Currently amended) The system of claim ~~[[42]]~~ 40 wherein ~~the messaging in~~ multiple modes and protocols is supported, include including but ~~are~~ not limited to voice and text.

47. (Currently amended) The system of claim ~~[[46]]~~ 40 wherein ~~unique names of users~~ contact identities of single users or devices may vary by communication mode as well as by zone.

48. (Currently amended) The system of claim 46 wherein the multiple modes and protocols include email, instant messaging, RSS, voice mode, network-news transport protocol (NNTP), file transport protocol (FTP), really simple syndication (RSS), universal discovery description and integration (UDDI), lightweight directory access protocol (LDAP), multipurpose internet mail extensions (MIME, post office protocol (POP), simple mail transport protocol (SMTP), Internet message access protocol (IMAP),

session initiation protocol (SIP), text messaging services (TMS), and hypertext transport protocol (HTTP).

49. (Currently amended) The system of claim 40 wherein ~~pairing of users~~ contact identities ~~is used in determining and enforcing communication management policy~~ include both sender and recipients.

50. (Currently amended) The system of claim 40 further comprising ~~generating~~ alerts generated from attempted policy violation.

51. (Currently amended) The system of claim ~~[[40]]~~ 41 wherein a ~~user name~~ contact identity may be in a form of a ~~URL~~ URI, an email address, a telephone number, a machine address, an IP address, or a text messaging address ~~or an Enum address.~~

52. (Currently amended) The system of claim 40 wherein management policy includes ~~protocol for~~ automatic handling of incoming and outgoing communication events, the handling determined by one or both of ~~user initiating communication~~ contact identity and mode of communication.

53. (Currently amended) The system of claim 40 further comprising an ~~editing facility~~ interactive user interface for a user to create and populate zones, ~~names~~ enter contact identities and create, edit, and associate policy.

54-69. (Cancelled)

70. (New) A method for communication management, comprising the steps of:

(a) determining, by software executing from a machine readable medium coupled to a computer appliance, contact identities associated with a message received or to be sent, and analyzing message content;

(b) consulting a stored directory of contact identities, management policies, zone definitions, and associations between them to determine a management policy to be enforced for the current message;

(c) determining a zone for the message; and

(d) enforcing, by the software, for the message, the management policy determined in step (b).

71. (New) The method of claim 70 contact identities may be names or aliases of persons or devices.

72. (New) The method of claim 70 further comprising a step for routing the message via one or more network interfaces according to zone and management policy.

73. (New) The method of claim 70 wherein, at the time of receiving or sending the message, a zone association is determined to determine management policy to enforce.

74. (New) The method of claim 70 wherein individual ones of the zones are defined by various social environments and/or activity engaged in by a person.

75. (New) The method of claim 70 wherein messaging in multiple modes and protocols is supported, including but not limited to voice and text.

76. (New) The method of claim 70 wherein contact identities may vary by communication mode as well as by zone.

77. (New) The method of claim 76 wherein the multiple modes and protocols include email, instant messaging, RSS, and voice mode.

78. (New) The method of claim 70 wherein contact identities include both sender and

recipients.

79. (New) The method of claim 70 further comprising generating alerts for attempted policy violation.

80. (New) The method of claim 70 wherein a contact identity may be in a form of a URI, an email address, a telephone number, a machine address, an IP address, a text messaging address, network-news transport protocol (NNTP), file transport protocol (FTP), really simple syndication (RSS), universal discovery description and integration (UDDI), lightweight directory access protocol (LDAP), multipurpose internet mail extensions (MIME), post office protocol (POP), simple mail transport protocol (SMTP), Internet message access protocol (IMAP), session initiation protocol (SIP), text messaging services (TMS), and hypertext transport protocol (HTTP).

81. (New) The method of claim 70 wherein management policy includes automatic handling of incoming and outgoing communication events, the handling determined by one or both of contact identity and mode of communication.

82. (New) The method of claim 70 further comprising a step for creating and populating zones, entering contact identities, and creating, editing and associating policies.